

# INTEGRATED OFFICE APPLICATIONS (23)

## REGIONAL 2013

CONTESTANT ID# \_\_\_\_\_ START TIME \_\_\_\_\_ END TIME \_\_\_\_\_



*Failure to adhere to any of the following rules will result in disqualification:*

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.*
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.*
- 3. Electronic devices will be monitored according to ACT standards.*

No more than ten (10) minutes orientation

No more than 90 minutes testing time

No more than ten (10) minutes wrap-up

Do **NOT** open test booklet until instructed to do so.

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*Workplace Skills Assessment Program* competition.

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<b>Job 1 - Letterhead</b>		<b>Points</b>	<b>Score</b>	<b>Total</b>
1	Letterhead content	25		
2	Formatting margins	25		
3	Graphic placement and size	25		
4	Date code (correct placement)	25		
	<b>TOTAL</b>	<b>100</b>		
<b>Job 2 - Spreadsheet</b>		<b>Points</b>	<b>Score</b>	<b>Total</b>
1	Font	10		
2	Data input accurately	20		
3	Column headings formatted correctly	40		
4	All numbers formatted according to directions	15		
5	Column inserted and projected sale price calculated correctly	15		
6	Projected commission rate calculated correctly	15		
7	Information sorted correctly	10		
8	Average calculated correctly	15		
9	Total projected commission calculated correctly	15		
10	Correct cells highlighted	10		
11	Chart	20		
12	Chart Formatting	10		
13	Page orientation	10		
14	Centered vertically	15		
15	Gridlines and headings printed	15		
16	Formulas revealed	15		
	<b>TOTAL</b>	<b>250</b>		

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<i><b>Job 3 – Mail Merge Letter</b></i>		<i><b>Points</b></i>	<i><b>Score</b></i>	<i><b>Total</b></i>
1	Mail merge letter content and formatting (grade based on production standards)	100		
2	Mail merge letter - merge fields printed	50		
3	Chart	50		
	<i><b>TOTAL</b></i>	<i><b>200</b></i>		
<i><b>Job 4 - Labels</b></i>		<i><b>Points</b></i>	<i><b>Score</b></i>	<i><b>Total</b></i>
1	Avery 5160 layout used.	35		
2	Sorted ascending by postal code.	30		
3	Print merge fields	15		
4	Print merged labels	20		
	<i><b>TOTAL</b></i>	<i><b>100</b></i>		
<i><b>Job 5 - Postcard</b></i>		<i><b>Points</b></i>	<i><b>Score</b></i>	<i><b>Total</b></i>
1	Postcard dimensions correct	50		
2	Wording correct	30		
3	Provided graphics inserted	20		
4	Provided logo inserted correctly	20		
5	Creativity	15		
6	Overall design and appearance	15		
	<i><b>TOTAL</b></i>	<i><b>150</b></i>		
	<i><b>TOTAL</b></i>	<i><b>800</b></i>		

<b>GENERAL INSTRUCTIONS</b>
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1. Make certain this test booklet contains Jobs 1-5.
2. Correct all errors.
3. For any problem where you would normally use your reference initials, use your contestant number. Your name or initials should NOT appear on any work you submit. Key your contestant number and job number in a footer on all documents in the lower left-hand corner of all work submitted.  
**EX: 99-9999-9999**  
**Job 1**
4. You may use templates; however, your creativity score may be lowered.
5. If you finish before the end of the testing time, notify the proctor of the contest. Time may be a factor in determining the winner in the event of a tie.
6. When turning in your completed work, place your scoring sheet on top of all of your jobs. The jobs should be arranged in numerical order. Turn in all partial jobs completed.

You have been hired as a new associate working for Julie Smith at Professional Business Associates (PBA) Realty. Ms. Smith would like you to help her prepare documents related to your new position as a Professional Business Associate employee. Please follow the guidelines for our company when completing the work.

*Please follow directions carefully. Print out hard copies of documents as instructed.*

**Job 1: Letterhead**

1. Professional Business Associates has asked you to create a new letterhead.
2. Include the information below (Right Aligned, Century Gothic 14 point) as well as including PBA's graphic (provided) as a 1.5" x 1.5" in the top left corner of the document.
3. Use a top and bottom margin of .5" and left and right margins of 1".
4. Insert the date code 2" from the top of the page (left aligned) per the Style & Reference Manual guidelines.
5. Save the letterhead for use as a mail merge project in Job 3.
6. Print a copy for your records.

*Professional Business Associates*

*2101 Epcot Avenue*

*Orlando, FL 32830-8442*

*Phone Number: (555) 555-0140*

*Fax Number: (555) 555-0144*

*Website: [www.pba.org](http://www.pba.org)*

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**Job 2: Spreadsheet**

- Create a spreadsheet of potential clients. Font should be Arial 11 point unless otherwise stated. Use wrap text.

Title	First	Last	Address	City	State	Zip	Current House Sale Price	Projected Commission Rate
Mr.	Robert	Pattinson	8851 Twilight Dr.	Orlando	FL	32824	279095	
Ms.	Julia	Roberts	1580 Newton St.	Orlando	FL	32801	309000	
Mr.	Peeta	Johnson	7065 Live Oak Dr.	Orlando	FL	32810	299050	
Mr.	Taylor	Sanders	9003 Wilson Blvd.	Orlando	FL	32827	285000	
Mr.	Jamal	Williams	2500 Dogwood Lane	Orlando	FL	32801	295000	
Ms.	Alyssa	Jones	3642 Drake Ave.	Orlando	FL	32805	319550	
Mr.	Jose	Vasquez	1010 East Oak Lane	Orlando	FL	32829	276225	
Ms.	Dorothy	Garland	1234 Yellow Brick Rd.	Orlando	FL	32808	331075	
Ms.	Jessica	Thomas	50009 Lala Land Dr.	Orlando	FL	32824	290755	

1. Italicize and bold the column headings (12 point font). Format the column widths for the text to fit.
2. Rotate column headings 65 degrees and middle align. Change the height of Row 3 to 84. Add a double underline border under the heading row.
3. Format the columns with dollar amounts as currency with 2 decimal places and a 1,000 separator.
4. Calculate the projected commission rate considering each house sells for 10% below sale price (insert a new column to calculate the Projected Sale Price in Column I).
  - a. The commission rate is 5% for houses below \$275,000 and 6.5% for houses above \$275,000.
  - b. These figures should be in dollar amounts, not percentages.
5. Sort the information by last name in ascending order.
6. Compute the average house value in H13.
7. In cell H14 type Average Sale Price ↑.
8. Add a total in J13 for total projected commission.
9. In cell J14 type Total Projected Commission ↑.
10. Highlight in gray the amounts of the Average Sale Price and the Total Projected Commission.
11. Insert a 3D Column chart below the spreadsheet including current house sale price and projected sale price. The horizontal axis should be last names only. Stretch the chart across Columns B15 – I32. Insert “Current vs. Projected Sale Price” as a title above the chart.
12. Change orientation to landscape.
13. Center the spreadsheet vertically on the page.

14. Set print area to include all necessary information. Fit to one page.
15. Print a copy showing gridlines and row and column headings.
16. Show formulas. Print.

**Job 3: Mail Merge**

1. Using the letterhead you created in Job 1 and the spreadsheet chart from Job 2, create the following letter following the letter style in the Style and Reference Manual. Make sure to include all necessary letter parts.
2. The letter is from Savannah Thomas, PBA Agent.
3. Include the following subject line: FOLLOW UP. Use the recipient's title and last name in the greeting.
4. Send a copy of the letter to Nancy Wells and Julie Smith.
5. Create a hyperlink for the website in the letter.
6. Print the letter with the merge codes displayed.
7. Merge the letter for Dorothy Garland only and print.

*Many thanks for expressing an interest in my services. I realize there are numerous Realtors<sup>®</sup> you might have chosen, so I greatly appreciate the opportunity to fulfill your real estate needs. I would consider working with you to achieve your goals both an honor and a privilege.*

*Feel free to contact me anytime at (555) 555-0140 or visit my web site [www.pba.org](http://www.pba.org) for more information.*

*Based upon the information we previously discussed, I have included a chart showing the current pricing trends for homes in your desired location.*

***Insert Chart Here***

*I truly look forward to fulfilling all of your real estate needs!*

**Job 4: Labels**

- Using the spreadsheet prepared in Job 2, create mailing labels for all participants using Avery 5160. Include only the fields necessary for mailing labels. Sort the labels in ascending postal code order. Print the labels with the merge codes displayed. Merge the labels and print.

**Job 5: Postcard**

- Prepare an attractive 2-sided postcard (5.5" x 4.25") you can use as a marketing tool as a new agent. Use special features such as WordArt, borders, graphics, etc. to enhance the handout.

Please include the following information on the document.

**FRONT:**

We can find a home that fits you!

Two pictures of houses (provided)

Company logo (provided)

Professional Business Associates Realty

Visit us online at [www.pba.org](http://www.pba.org)

**BACK (Return address):**

Company logo (provided)

Professional Business Associates Realty

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